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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/652,540	08/31/2000	Carol Gruchala	8285/389	4775

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CHICAGO, IL 60610

EXAMINER

NGUYEN, QUYNH H

ART UNIT	PAPER NUMBER
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2642

DATE MAILED: 05/06/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/652,540

Applicant(s)

GRUCHALA, CAROL

Examiner

Quynh H Nguyen

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on Amendment filed 2/10/04.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-14 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-14 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

1. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.

Claim Rejections - 35 USC § 103

2. Claims 1, 4, 8, and 12-14 are rejected under 35 U.S.C. 103(a) as being unpatentable over Marcus et al. (U.S. Patent 6,236,716) in view of Caveney (U.S. Patent 5,953,401).

Regarding claim 1, Marcus et al. teach a single phone number serves as the main number for the organization and most calls are received on the main number. When a main number is dialed, the call is routed to a call greeting system which provides the caller with a menu ("a set of options"), the menu providing a plurality of destination options, for example, a first destination is a home location ("a particular extension"), a second or a third destination location other than the resident ("a particular department" which would be located in the same or different building) (col. 1, lines 35-41); receiving a first selection of one of the destination options in the telephone call and routing the call to a telephone corresponding to the first selection (col. 1, lines 41-45). Marcus et al. further teach the call is routed to another destination or voice mail depending upon selection by the caller (col. 1, lines 45-48). However, Marcus et al. do not teach detecting an originating dual-tone multi-frequency (DTMF) trigger in the telephone call; interrupting the telephone call to the first telephone number; receiving a

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second selection of one of the destination options in the telephone call; and routing the telephone call to a second telephone number corresponding to the second selection.

Caveney teaches a call processor for use with a telephone switching system for allowing an incoming caller to complete the call to an internal destination without operator assistance and without receiving a generated voice message wherein detecting a DTMF trigger in the telephone call, after the detecting; receiving a second selection of one of the destination options and routing the telephone call to the desired selection (col. 4, lines 29-34).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the features of detecting an originating dual-tone multi-frequency (DTMF) trigger in the telephone call; interrupting the telephone call to the first telephone number; receiving a second selection of one of the destination options in the telephone call; and routing the telephone call to a second telephone number corresponding to the second selection, as taught by Caveney, in Marcus's system in order to provide the caller control over selecting his/her desired destination after the first selection, the caller would have a chance to interrupt the telephone call to the first telephone number and select another destination without re-dialing the main number.

Regarding claims 4, 8, and 12, Marcus et al. do not teach providing at least a portion of the menu in the telephone call after the detecting an originating DTMF trigger in the telephone call. Providing a portion of the menu in the telephone call after detecting an originating DTMF trigger in the telephone call is well known and the

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advantage of using it is also well known. For example, when a caller redials a number or invokes a DTMF trigger to provide a new dial tone, then the caller would be connected to a VRU that plays greeting and menu options for the caller again.

Regarding claim 13, Marcus et al. teach a caller line identification (CLID) of the caller is used for validation (col. 10, lines 20-23) reads on claimed "receiving a personal identification number in the telephone call".

Regarding claim 14, Marcus et al. teach the telephone call to a single phone number serves as the main number (col. 1, lines 35-36), the single or main number would be a toll-free number that reads on claimed "the telephone call is initially placed to a toll-free number".

3. Claims 2, 3, 5- 7, and 9-11 are rejected under 35 U.S.C. 103(a) as being unpatentable over Marcus et al. (U.S. Patent 6,236,716) in view of Caveney (U.S. Patent 5,953,401) and further in view of Bannister (U.S. Patent 5,668,862).

Regarding claims 2, 6, and 10, Marcus et al. teach a call greeting system which provides the caller with a set of options to select a particular extension or a particular department. However, Marcus et al. do not explicitly suggest the fourth destination for the first member of the family at a third location other than the residence, the first, and the second locations. Bannister et al. teach the fourth destination for the first member of the family at a third location other than the residence, the first, and the second locations (Fig. 2A, "social club 204").

Regarding claims 3, 7, and 11, Bannister teaches the second destination option is for a mobile telephone (Fig. 2A, "cellular 201").

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Claim 5 is rejected for the same reasons as discussed above with respect to claim 1. Furthermore, Bannister teaches a telephone network element having service logic ("service node 10") interacts with the host switch 11, voice mail 21, and application processor 22.

Claim 9 is rejected for the same reasons as discussed above with respect to claim 1. Furthermore, Bannister teaches a computer readable medium having computer readable data (Fig. 1B, application processor 22 in service node 10).

Response to Arguments

5. Applicant's arguments with respect to claims 1-14 have been considered but are moot in view of the new ground(s) of rejection. Applicant's arguments are addressed in the above claims rejection.

6. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Quynh H. Nguyen whose telephone number is 703-305-5451. The examiner can normally be reached on Monday - Thursday from 6:30 A.M. to 5:00 P.M.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar, can be reached on (703) 305-4731. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is 703-305-4700.

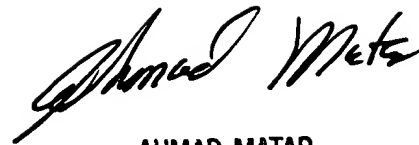
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qhn

Quynh H. Nguyen
April 29, 2004

A handwritten signature in black ink, appearing to read "Ahmad Matar". The signature is fluid and cursive, with the first name "Ahmad" and last name "Matar" clearly distinguishable.

**AHMAD MATAR
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2600**